

PRIVACY STATEMENT

September 2024

Migas Limited (trading as MIGAS Apprentices & Trainees) and its associated entity, MiTraining Limited, respects and is committed to protecting the privacy of the people whose personal information it collects.

MIGAS respects your right to privacy and we recognise the trust you place in us through your dealings with us. We are committed to protecting your privacy.

We are bound by and adhere to the Australian Privacy Principles in the Privacy Act 1988 (Privacy Act) and the SPAM Act 2003 (Cth) (SPAM Act) the Australian Privacy Principles and general law. The personal information you provide us remains confidential and is only used for the purposes outlined below.

By visiting our website, or providing us with your personal information, either electronically, in writing, over the telephone or in person, you agree to be bound by the terms and conditions of this Privacy Statement, the Acts or other applicable laws of Australia.

PERSONAL INFORMATION

Personal information means information or an opinion about an identified person or a person who is reasonably identifiable. Examples of personal information include your name, address and contact details.

Sensitive information is a subset of personal information and includes information or an opinion on things like your race or ethnic origin, philosophical beliefs, opinions, or religious beliefs or affiliations.

What Personal Information We Collect and Why

We collect personal information about individuals including supporters, job applicants, contractors and employees for the purposes of carrying out our business.

The types of personal information we commonly collect include:

- Your name, gender and date of birth (to help us identify you)
- Your contact details such as address, phone number and email address
- Job area/s of interest
- A history of your resume and job applications, correspondence and other interactions with us
- Your previous employer details
- Bank account details

MIGAS will endeavour to ensure that the personal information we hold is accurate, complete and up to date. If you become aware of any inaccuracy in the personal information we hold about you, we encourage you to contact us so we can update it. Our contact details are provided below.

It is your choice how much of this information you provide, however if you fail to provide us with all of the information we ask for, we may not be able to provide you with our full service.

Sometimes we might collect sensitive information because we want to know what makes you passionate about your future career, so we can better communicate with you.

This information is used so we can notify you of developments within MIGAS and the apprenticeship and traineeship industry, jobs that may be of interest and events that may be of specific interest to you.

We endeavour to ensure that your information is only collected with your consent. You can decline or choose what information to provide to us. However, without your correct personal information, we may not be able to meet your expectations.

How We Collect and Hold Personal Information

Where possible, your personal information is collected directly from you. This can be from our website via online forms, online job applications, training purchases online, newsletter subscription forms, emails, event registration or business cards given to staff, through the website or by direct request.

Whenever we collect personal information, we will identify ourselves as MIGAS Apprentices & Trainees or MiTraining and we will tell you why we are collecting personal information when we collect it and how we plan to use it.

We collect this information to:

- Ensure we can advocate on your behalf to our host employers
- For our apprenticeship and traineeship vacancies
- Maintain accurate details of your application history with the organisation
- Keep our supporters and job seekers informed about our work
- Help us develop our marketing activities in a cost-effective way

If you provide personal information to us about someone else (for example, if you are a parent or guardian on behalf of a prospective apprentice/trainee), you must ensure you are entitled to disclose that information to us without the need for us to take any additional steps in respect to how we use and disclose that information. You must also ensure the individual concerned is aware of the details of this Privacy Statement and has given their consent.

How We Use and Disclose Personal Information

We will use your personal information in connection with our business activities and will always treat your personal information as confidential. This may be to shortlist you for a job vacancy we have with our clients, newsletters, job alert emails or updates about our programs, to conduct marketing and research or to invite you to MIGAS functions.

MIGAS will not sell, distribute, rent, licence, disclose or reveal, share or pass your information or personal details onto any third parties, other than in accordance with this Policy, and to those who are contracted to us to keep your information or personal details confidential.

We will not disclose your information or personal details collected by us for any purpose other than where:

- It is for the primary purpose in which it was collected

- To our related entities, suppliers, employees, consultants, contractors or agents for the primary purpose or for other purposes directly related to the primary purpose for which the personal information was collected
- It is required to ensure the proper functioning of the website
- Your personal details are to be used by a participating third party contracted to us and the participating third party is bound by a confidentiality agreement with us
- We are required or authorised by law or if it is reasonably necessary to enforce the law (whether in Australia or overseas)
- The information or personal details is necessary for the establishment, exercise or defence of a legal claim
- To others that you have been informed of at the time any personal information is collected from you
- You have given express (or implied) consent to us for a prescribed purpose

Occasionally we need to disclose personal information to third parties who assist us in providing services or who perform functions on our behalf (such as commercial mail preparation services). In each instance your personal information will be provided to the third party for a limited and defined purpose. We also take reasonable steps to ensure that these organisations are bound by confidentiality obligations when handling your personal information.

How We Secure and Store Your Personal Information

The security of your personal information is important to us and we make all reasonable efforts to ensure that your information is stored securely – both in electronic and hard copy forms.

Most of your personal information is securely and safely stored in our electronic database. MIGAS staff are required to sign a confidentiality agreement and comply with our Privacy Policy.

We commit to destroy our records of your personal information if we no longer need to keep these. An exception to this may be the retention of the information for data analysis or financial record-keeping requirements. However, if this occurs, the personal information will be de-identified and retained in a form that does not allow you to be identified from that information.

WEBSITE AND PRIVACY

Google Analytics

We use Google Analytics to track visits to our website to track its effectiveness. Types of data collected include visits, length of visit, the route taken through the pages, viewed pages and the technical capabilities of our visitors.

These statistics will not identify you as an individual. For more information read [Google's Privacy Policy](#).

Links to Other Websites

Our website may contain links to other sites on the Internet. Please be aware that we are not responsible or liable for the privacy practices of such other websites. We encourage our users to be aware when they leave our site to read the privacy statements of each and every website that collects personally identifiable information. You access destination links at your own risk.

Cookies

We make limited use of cookies on our website. We only use cookies to improve the functionality of our website, not to store any of your personal information. A cookie is a small message given to your web browser by our web server. The browser stores the message in a text file, and the message is then sent back to the server each time the browser requests a page from the server.

If you do not wish to receive cookies, you may be able to change the settings of your browser to refuse all cookies or to notify you each time a cookie is sent to your computer, giving you the choice whether to accept it or not.

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SPAM AND ELECTRONIC MESSAGING

Spam is an electronic message that is both unsolicited and commercial in nature. MIGAS assures you that:

- We have internal processes to educate staff and implement clear guidelines and rules in relation to the dissemination of commercial electronic messages
- You are at liberty to unsubscribe from any mailing list to which you have previously subscribed. If for any reason there appears to be no facility to be removed from the mailing list, please send us an email as detailed below
- MIGAS will not use address-harvesting software for any reason

To assist us in combating spam we request your assistance with the following:

- If you receive an unauthorised commercial or offensive message which appears to originate from our email address, please assume that it has been sent in error and notify us immediately on the above noted contact details
- Ensure that you unsubscribe from any of our mailing lists if you decide you no longer wish to receive commercial messages from us or our contracted third parties
- If you do subscribe to any of our mailing lists, please ensure that we have your current details by updating us on any change to your email address

Opting Out of Direct Marketing Communications

Where we use your personal information to send you marketing communications by post, email or phone, we will provide you with an opportunity to opt out of receiving such communications. By

electing not to opt out, we will assume we have your consent to receive similar information and communications in the future. We will always ensure that our opt-out notices are clear, conspicuous and easy to take up.

If you do not wish to receive direct marketing communications from us, please let us know. Our contact details are provided below.

REQUESTING DELETION OF YOUR PERSONAL INFORMATION

MIGAS takes all reasonable steps to ensure that the personal information we hold is accurate, complete and up to date. We encourage you to contact us if there are errors or inaccuracy in the personal information we hold about you and keep us informed of changes to information such as your name or address. Our contact details are set out below.

If you would like access to the personal information we have collected or hold about you, or want us to correct or update that information, please contact us on the details below.

At any time you can request the deletion of personal information we have collected or hold about you. To request deletion, contact us using the details outlined below.

To protect your privacy and personal information, you are required to confirm your identity when you contact us by confirming some of the details we have on record for you, such as your current address, phone numbers, email address or date of birth.

PRIVACY COMPLAINTS

We value our supporters and will do our best to address and resolve any privacy issues you have. If you want to complain about a breach of the Australian Privacy Principles or if you have any questions, comments or concerns about our privacy policy or practices, please contact us as detailed below.

MIGAS strives to satisfy any questions that you have or resolve minor complaints within seven days. For more serious or complex complaints, where it is anticipated the investigation and resolution will take longer, the complainant will be advised of the process and the expected timeframe for resolution.

HOW TO CONTACT US

Please contact us if:

- You want to request deletion of your personal information held by MIGAS
- You have any questions about privacy-related issues
- You wish to lodge a complaint about a breach of this policy or other privacy matter
- You do not wish to be contacted by us

When contacting us please provide the following information:

- Full name
- Address
- Telephone number
- Email address
- Date of birth

How to contact MIGAS:

Phone: 1300 464 427

Email: support@migas.com.au

Mail: PO Box 3126 Newstead QLD 4006

If you are unhappy with a response that you have received from MIGAS you may direct your complaint directly to the [Australian Information Commission](#).

CHANGES TO THIS PRIVACY STATEMENT

We may make changes to this policy from time to time without notice. If MIGAS updates or changes this Privacy Statement, the changes will be made in this document.

Your continued use of our website following the posting of changes will mean you accept those changes.

NOTES

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